

SOUTH CAROLINA PUBLIC SERVICE COMMISSION

HEARING EXAMINER DIRECTIVE

DOCKET NO. [2019-74-E](#) ORDER NO. 2019-49-H

APRIL 5, 2019

Josh Minges
Hearing Examiner

DOCKET DESCRIPTION:

Charles Hawkins, Complainant/Petitioner v. Duke Energy Carolinas, LLC, Defendant/Respondent

MATTERS UNDER CONSIDERATION:

Summary of the conference call conducted on April 5, 2019, and time to report information gathered after contacting an aid agency regarding changing the primary account holder from Charles Hawkins to his wife, Trevius Hawkins, for the possibility of receiving financial support for the current outstanding bill.

HEARING EXAMINER ACTION:

Mr. Hawkins' Complaint states an aid agency is requiring that Trevius Hawkins be placed as the primary account holder on the electric bill before aid to pay the bill can be provided. While not the primary account holder, Trevius Hawkins is, however, listed on the bill.

A conference call was conducted with the parties on April 15, 2019. During the call, Mr. Hawkins stated that he is separated from his wife and no longer resides at the billing address on file with Duke. Duke and Mr. Hawkins have agreed to contact the aid agency to determine the exact requirement regarding aid to the primary account holder to see if changing the primary account holder from Mr. Hawkins to his wife will allow aid to be dispersed.

Citing Commission Regulation 103-342(K), Duke is reluctant to change the primary account holder on the bill, as there is a past due amount owed. Further, Duke is concerned that accommodating Mr. Hawkins will set a negative precedent for other account holders with a past due balance.

Since Duke has agreed to contact the aid agency regarding their account holder requirement, Duke and Mr. Hawkins are instructed to file the result of this contact by April 15, 2019, which is 10 days from the date of this directive.